



THE

Student-Waitress Work

-- OF --

Macdonald Institute

ONTARIO AGRICULTURAL COLLEGE

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Queen's University at Kingston

WAITRESS—Work

Table service in our country varies widely according to the habits and income of individual families. The following directions used daily by Macdonald Institute, may be simplified or elaborated as desired.

It is folly to sacrifice health and strength to elaborate service; it is bad form to attempt elaborate service without adequate help; but the simplest service may be rendered attractive by its dainty neatness and efficiency.

The efficient waitress is distinguished by her ability to serve food properly with neatness and the least delay possible; and with certainty that it is at the right temperature, either hot or cold.

The Personal Equipment of the Waitress

Manner

1. A quiet courteous manner must be observed at all times. Cheerfulness and promptness are essential.
2. A waitress should stand straight, step lightly, and move quickly and noiselessly, but with no appearance of haste.
3. She must not place her hand on the back of anyone's chair while serving, and must avoid leaning over the person she is serving any more than she can help.
4. Her sense of the fitness of things will prevent loud talking in the kitchen, serving-room or hall.

Appearance

1. **Dress**—should be unobtrusive and plainly made. Institutions usually require a uniform costume.
2. **Apron**—should be white, with bib and shoulder straps.
3. **Collar and Cuffs**—usually stiff plain white linen.
4. **Cap**—this is not always worn, but always makes the costume more attractive, and adds to the dignity of the waitress, in the same way as the nurse's cap does.
5. **Shoes**—should be noiseless, comfortable, and provided with low broad heels. Rubber heels are very desirable.

Cleanliness

1. The body should be kept sweet and clean.
2. The teeth should be kept in good condition, and clean.
3. The hair should be kept clean, and dressed simply without ribbons, bows, etc.
4. The finger nails should be given special attention.
5. The whole dress should be immaculate.

General Table Setting Directions

(Used in Macdonald Hall)

1. Place the silence-cloth on smoothly and evenly.
2. Place the table-cloth with the centre creases even with centre of the table, and keep it smooth, spotless and free from crumbs.
3. Place centre-piece and flower jar in place if used.
4. Place silver and cutlery for each cover evenly one-half inch from table-edge. Allow about twelve inches for each cover.
5. Fresh table-napkins should be placed in the centre of each cover, or to the left. After a napkin has been used its place is in a ring (or neatly folded) to the right of the cover.
6. Place glasses for dinner to the right of the knife and just below its tip; for breakfast and tea place two or three glasses beside each carafe. Handle glasses only by the base never by the edge.
7. Place two carafes, one at each of two diagonal corners.
8. Place a salt-cellar and pepper-shaker in good order, at each of the other two corners.
9. Place bread and butter plates to the left, two inches from the table-edge with the crest towards the centre of the table. (This is the position for all crests).
10. Place the bread plate at one side of the table and the butter plate on the opposite side diagonally, except for dinner when bread is placed to the left of the cover, or on the fresh folded napkin in the centre.
11. Place the chairs evenly spaced and straight at the table.
12. Be constantly watchful that the glass, silver and china used are perfectly clean.
13. Just before the people come to the table, inspect it to make sure that nothing is wanting.

General Directions for Waiting on the Table

Serving

1. Study the table and the menu to be sure you know the order of its service.

2. Study individual tastes and anticipate needs of possible.

3. Serve the hostess first; then pass to the others in turn from her left.

4. Stand to the left to place or remove dishes.
 " " right " beverages.

Place all crests the same way, towards the centre of the table.

Place and remove plates with the left hand.

When offering a dish for people to help themselves, stand to the left and hold the dish or tray almost level with the table with the serving spoon and fork in the most convenient position for the user.

5. Fill beverage cups only two-thirds full, put the spoon in the saucer to the right of the cup-handle, and place with handle convenient to the user.

6. Keep the fingers off plate-rims as much as possible, and never put fingers inside or on the rims of cups or glasses.

7. In placing dishes, serving-spoons, etc., never reach over in front of a person. Go round to the other side.

8. It is "bad form" to speak to the people at the table collectively, e. g. "will anyone have"—if necessary inquire of the hostess or of each individually if they wish for anything.

9. Avoid all clatter of dishes, and keep cool.

10. When not occupied serving, remain in the room within reach of the hostess' eye, until you are sure there is nothing more to do, or until dismissed by the hostess.

Removing Courses

1. Carry everything in and out of the dining-room on a tray unless otherwise instructed.

2. Start to remove a course when everyone at the table has finished. If one or two come very late, begin to remove when the majority are ready.

3. Remove everything relating to one course (china, silver, etc.,) before serving another.

4. Never pile one dish upon another at the table. Never carry more than two plates at a time to the side-table--one in either hand.

5. You may pile silver and china as you go along at the side table, but it must be noiselessly.

6. When butter has been left untouched on a bread and butter plate, remove it to the side of the butter plate to preserve it.

Some Things to Remember

1. Work in the serving room should be as nearly noiseless as possible.

2. Lunching in the serving-room cannot be permitted. No waitress should taste food in the dining-room while on duty.

3. Waitresses should not converse with people at the table or with one another while on duty in the dining-room. When in difficulty or requiring further instructions, go to the serving-room chief for directions.

General Directions for Clearing the Table

1. Use a tray as much as possible.

2. Remove first the food ; then china, glass, silver, etc.; then the crumbs.

3. If necessary, remove the flowers, fold up and put away the table-cloth^a and silence-cloth.

4. When clearing the table, be careful not to spot or soil the cloth in any way.

5. Leave the side-table in good order, and the chairs in place.

To the Student-Waitress

Each student of a regular Home Economics course in Macdonald Institute is given training in waitress-work as part of her House-Practice. The work is done in one of the dining-rooms and is supervised by a teacher or housekeeper.

Each student-waitress reports for duty at stated times according to lists posted periodically. The lists are issued by the Director of Home Economics, and may not be changed without her consent. She is willing to make changes for reasons of weight, but no one is excused from the work.

Social engagements will not be permitted to interfere with this work, but substitutes and exchanges are permitted as follows :—

1. When a student-waitress, by reason of accident or ill-health, is unfit for duty, she must provide a substitute, report the substitution at once to the teacher or housekeeper in charge and receive her approval. Later she must return the favor to her substitute.
2. Students who board outside are permitted to provide substitutes for their Sunday work, but must report the substitution the day before to the teacher or housekeeper in charge and receive her approval. They must later return the favor to the substitutes.
3. Other substitutions may be made, but only for good and sufficient reasons acceptable to the teacher or housekeeper in charge.

All decisions of the teacher or housekeeper in charge must be respected.

Student-waitresses report in the dining-room for their own meals as follows :—

	WEEK-DAYS	SUNDAYS
Breakfast	7.00 a.m	8.00 a.m.
Dinner	12.45 p.m	12.45 p.m.
Supper	5.45 p.m	6.00 p.m.